

2002 Strategic Plan

Mission:

The WUTC protects consumers by ensuring that utility and transportation services are fairly priced, available, reliable and safe.

Vision:

We envision a day when we have achieved these outcomes:

- Consumers make informed choices about their use of utility and transportation services.
- Competitive markets develop under regulatory policies that are relaxed or eliminated where competition is effective.
- Companies operating in markets where effective competition has not developed have an opportunity to earn a fair rate-of-return..
- Consumer protection is maintained during and after the transition to more competitive markets.
- Public safety is enhanced. .
- Reliability and affordability ensure all consumers have access to utility and transportation services.
- The Commission is a trusted source of timely information about regulatory issues.
- Our stakeholders value the Commission as an efficient and effective regulator.
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How we will work together -- our values:

Our actions consistently reflect our values so that, as we work with stakeholders and one another, we do so in a way that embraces:

- Diversity: By incorporating differences in thought, style, experience, and culture into our organization and work.
- Honesty: By acting with integrity, genuineness, and candor.
- Initiative: By assuming personal responsibility to accomplish the agency's mission and goals.
- Open communication: By willingly sharing information to ensure accurate understanding.
- Respect: By honoring the contributions and feelings of yourself and others.
- Risk taking: By seeking innovation and creativity to foster agency and personal growth.

Strategies:

- Increase competitive entry and consumer choice where benefits exist for consumers and improve regulation where competition is not feasible.
- Ensure essential consumer protection through fair rates, compliance with service quality and equitable business practice standards, and reliability of delivery systems,.
- Enhance public safety by ensuring safe operating practices, helping citizens understand where hazards exist and, where needed, working to improve public policy.
- Assist citizens to be informed consumers of utility and transportation services in competitive and monopoly markets.
- Reform public interest regulation by eliminating regulations, practices and oversight no longer needed to protect the public.
- Build partnerships with others to achieve the agency's mission.
- Provide timely access to information about regulated firms and Commission actions.
- Encourage shared understanding through clear communication.
- Enable employees to develop needed skills and perspectives to stimulate ongoing professional growth.
- Strengthen the organization by attracting and retaining capable employees.
- Continually improve the value of our services, the efficiency of our operations, and the productivity of our staff.
- Support a positive work environment by modeling agency values.